

**Commonwealth of Pennsylvania  
Department of Military and Veterans Affairs**

**Grants to Veteran Service Officer  
Programs**

Notice of Grant Announcement and Guidelines

**Applications Due: January 15, 2023**

## Table of Contents/Key Date/Definitions

<b>I. Definitions</b> .....	3
<b>II. Introduction and Executive Summary</b> .....	4
<b>III. Veterans’ Service Officer Program Grant Opportunity</b> .....	5
1. Authorized Spending.....	5
2. Eligible Recipients.....	5
3. Program Goals .....	5
4. Measures and Requirements for Meeting Goals .....	5
5. Responses required in Program Narrative.....	8
<b>IV. Application Process and Submission</b> .....	9
1. Applications for Grants .....	9
2. Deadline for Applications .....	10
<b>V. Grant Award Administration</b> .....	10
1. Review of Applications.....	10
2. Review Procedures .....	10
3. Final Determination .....	11
4. Grant Agreements .....	11
5. Grant Appropriations.....	11
6. Payments .....	11
7. Monthly Reporting Requirements.....	11
8. Annual Reporting Requirements.....	12
9. Monitoring and Audits .....	12
<b>VI. Agency Point of Contact</b> .....	12
<b>Appendices</b>	
Appendix A: Application Form.....	13
Appendix B: Application Form Instructions.....	18
Appendix C: Monthly Report Example.....	19
Appendix D: Post Intake Participant Satisfaction Survey Example.....	21
Appendix E: After Action Review Example.....	22

## Key Dates

November 15, 2022	Notice of Grant Announcement (NGA) Release Date
November 22, 2022	Application Procedure Briefing with potential grantees and Q&A
January 15, 2023	Application Due Date: Applications must be submitted to: Department of Military and Veterans Affairs ATTN: Veteran Service Officer Grant Manager Bureau of Veterans Programs, Initiatives, Reintegration, and Outreach Bldg. 9-26, Fort Indiantown Gap Annville, PA 17003-5002
July 1, 2023	Period of Performance Start Date
June 30, 2024	Period of Performance End Date
October 1, 2024	Final Program Report

### I. Definitions

Except when the context clearly indicates otherwise, the following definitions apply to these guidelines and the Veterans' Service Officer Grant Program:

- a. "Deputy Adjutant General for Veterans' Affairs" means the Deputy Adjutant General for Veterans Affairs of the Department of Military and Veterans Affairs with the powers and duties described in 51 Pa.C.S. § 1712.
- b. "DMVA" means the Department of Military and Veterans Affairs, an executive department of the Commonwealth of Pennsylvania.
- c. "Eligible Organization" means veterans' organizations that are members of, and active participants in, the State Veterans' Commission and are designated to receive grants under the Veterans Service Officer Grant program.
- d. "Grant Period" is July 1, 2023, through June 30, 2024. It is the period of time in which the Grantee must perform the work outlined in its grant application and expend all of the grant funds awarded for that application.
- e. "Organizations" means Veterans' Service Organizations.
- f. "Outreach" means efforts to provide information or services to service members, veterans, and their families where they live, work, or spend time. It includes activities designed to locate service members, veterans, and their families who need assistance with and/or advice about accessing federal, state, local, and community veterans' benefits and programs. It includes providing them with assistance applying for or enrolling in those benefits and programs. It also includes raising awareness among them (and the general public) about other federal, state, local, and community programs, benefits, and services available.
- g. "Program" means the Veterans' Service Officer Grant Program established by 51 Pa. C.S. § 9304.
- h. "Veterans' Service Officer (VSO)" means an individual who received and maintains a current accreditation from the U.S. Department of Veterans Affairs (USDVA) as a service

officer to assist veterans in submitting applications for benefits and assistance in accordance with 38 USC 5904 and 38 CFR 14.629. Accredited VSOs must pass all required examinations and complete all continuing education requirements in order to maintain their accreditation. The term also includes individual without the required accreditation who obtain accreditation within one year from the date that the individual is first employed as a VSO.

- i. "Veteran Interaction" means a single act of conducting Outreach activities either in person or via telephonic/electronic means with a Veteran, Service Member or Family member.

## II. Introduction and Executive Summary

51 Pa. C.S. § 9304, established the Veterans' Service Officer Grant Program. It also authorizes and directs DMVA to establish procedures, policies, guidelines, forms, and reporting requirements for the Program.

Each year, DMVA announces the availability of Program funding and the applicable guidelines in accordance with the statute. This annual Notice of Grant Announcement (NGA) seeks applications from Eligible Organizations. The guidelines provide instructions to applicants regarding the application procedures, the criteria that DMVA will use to evaluate grant applications, and DMVA's goals for the Program for the Grant Period. The guidelines also set forth the Program's reporting requirements.

Successful applicants must be able to initiate and manage veterans' claims applications throughout the entire lifecycle of the claim process, including any applicable appeals process. Successful applicants must prepare benefit applications on behalf of veterans and include evidence to support the applications. The application process includes preparation and submission of applicable USDVA and DMVA forms for the benefit(s) being sought. Applications must include evidence to validate both qualifying periods of service and character of discharge requirements. Additionally, applications must include required medical evidence confirming diagnosis and chronicity of the disability being sought.

Through this Program, DMVA also seeks to improve outreach to the veterans' community. As a result, DMVA has introduced performance goals herein that applicants will be required to achieve.

For this Grant Period, DMVA seeks to increase the number of veterans receiving service-connected disability compensation benefits. The national average for veterans receiving federal compensation or pension benefits is 27%. However, the average in Pennsylvania is currently 18%. To address this shortfall, DMVA's goal for the Grant Period is to increase the percentage of Pennsylvania veterans receiving federal compensation or pension benefits to 20%. DMVA's long term goal is to meet or exceed the national average of 27% by 2028, which correlates to an increase of 1338 applications per year. DMVA believes that this goal can be achieved if the grantees increase their claims production by 1.2% during the Grant Period, and annually each year thereafter, until the goal of 27% is achieved.

DMVA also seeks to increase the number of Pennsylvania veterans enrolled in the USDVA health care system. To achieve this goal, DMVA will require grantees to realize an annual enrollment increase of 25% or 150 new enrollments during the Grant Period, and each year thereafter.

Finally, DMVA seeks a 10% increase in referrals to state veterans' programs, which include the Amputee and Paralyzed Veteran's Pension (APVP), Blind Veterans Pension (BVP), Educational Gratuity (EG), Veterans Temporary Assistance (VTA), and Disabled Veteran's Real Estate Tax Exemption (RETX) programs. To achieve this goal, DMVA will require grantees to increase

referrals for the APVP program by 2.4% during the Grant Period. DMVA will also require grantees to increase referrals to the BVP, EG, VTA, and RETX programs during the Grant Period by a percentage to be determined using the following formula: % prior year Federal Claims\* # claims as of 30JUN of the year prior to the Grant Period.

### III. Veterans' Service Officer Grant Program Opportunity

1. **Authorized Spending.** In accordance with 51 Pa. C.S. § 9304(a), grants awarded under this Program must be used solely to support accredited VSOs and the associated costs, including:
  - a. Wages, benefits, other compensation, and any related personnel costs shall not be less than 80%.
  - b. Training provided by accredited veterans' service advocacy staff shall not exceed 10%.
  - c. Equipment to be used by accredited VSO staff shall not exceed 10%.
2. **Eligible Grant Recipients.** In accordance with 51 Pa. C.S. § 9304(d), the following Organizations are designated to receive grants under this Program
  - a. The American Legion.
  - b. AMVETS.
  - c. Veterans of Foreign Wars of the United States.
  - d. Disabled American Veterans.
  - e. Additional Pennsylvania Organizations designated by DMVA as eligible to receive grants under the Program in accordance with § 9304(d)(5). Any such additional Organization must:
    - I. be a member of the State Veterans' Commission listed in 51 Pa.C.S. § 1702(b);
    - II. serve as an active participant in the State Veterans' Commission; and
    - III. abide by the statutory rules and guidelines.
3. **Program Goals.** In accordance with 51 Pa. C.S. § 9304(b), the Program goals are as follows:
  - a. improvement of the coordination and distribution of veterans' benefits;
  - b. maximization of the effective and efficient use of taxpayer dollars; and
  - c. increasing veterans' participation in available federal, state, and local benefits programs.
4. **Measures and Requirements for Meeting Goals.** 51 Pa. C.S. § 9304(c) requires those Organizations that receive grant funding under this Program, to use those funds to “improve the administration and delivery of services to Pennsylvania's veterans” and to meet the goals set forth in subsection (b). Listed below are Program variables outlined in § 9304(c) that Organizations may focus their efforts on in order to meet the stated goals.

Immediately after each variable is a list of the criteria that DMVA will use to determine if an Organization's VSO program plan will appropriately address the Program goals. DMVA will determine the amount of each Organization's grant award based on the plan's conformance with the Program goals and DMVA's stated criteria. DMVA will also determine the amount of each Organization's grant award based on its past Program performance and past compliance with the terms of the grant agreement.

- a. **Increasing cooperation and coordination between Veterans' Service Organizations, the USDVA and the DMVA to enhance the delivery of services to Pennsylvania Veterans.**
  - I. To determine if the Organization's plan conforms with the Program goals as it relates to this variable, DMVA will analyze the following:

- (a) The number of Outreach events (e.g., senior fairs/expos, town halls, virtual events, etc.) the Organization plans to conduct in conjunction with the USDVA, DMVA, a County Director of Veterans Affairs, and/or other Organization(s) during the Grant Period.
    - (b) The number of Veteran interactions per month each full-time VSO had with veterans during the 2022-2023 Grant Period.
    - (c) The Organization's plan describing how it will provide staffing coverage in the areas of need identified by DMVA.
  - II. The Organization's plan should include a strategy designed to identify, engage, and partner with DMVA, community providers, and other veteran advocates to address gaps in service identified by DMVA. The Organization's plan must describe how it will form partnerships that enable eligible veterans to connect with local, state, and federal resources that are available to them. The Organization's plan must identify the roles of the partners specific to the Organization's Outreach program. The plan must also identify any available in-kind services or other funding sources that could be used to support the Organization's program activities.
- b. **Increasing the number of initial fully developed claims filed with the USDVA on behalf of Pennsylvania Veterans for service-related disabilities or pension benefits.** To determine if the Organization's plan conforms with the Program goals as it relates to this variable, DMVA will analyze and evaluate the following:
- I. The number of fully developed federal claims for VA benefits and pensions submitted by the Organization's VSOs, who were paid using funds from the Program, during the 2022-2023 Grant Period. (DMVA will use the monthly reports submitted by the Organization to DMVA in the 2022-2023 Grant Period to determine this number.)
  - II. The results of the intake participant satisfaction surveys from the 2022-2023 Grant Period and the Organization's narrative describing its plan to improve its participant satisfaction ratings for the Grant Period.
  - III. The Organization's plan describing how it will increase, by at least 1.2%, its initial federal claims production in the Grant Period.
  - IV. The Organization's plan describing how it will increase, by at least 2.4%, its referrals of veterans to the APVP program in the Grant Period.
  - V. The Organization's plan describing how it will increase, by at least 10%, its referrals of veterans to the BVP, EG, VTA, and RETX programs in the Grant Period.
- c. **Developing methods to increase rates of recovery paid by the United States Department of Veterans Affairs to Pennsylvania veterans.** To determine if the Organization's plan conforms with the Program goals as it relates to this variable, DMVA will analyze and evaluate the Organization's plan describing how it will increase its program's rate of recovery as compared to the 2022-2023 Grant Period. The Organization's plan must be based on the information contained in the Organization's monthly grant activity reports for the 2022-2023 Grant Period. It must also describe how the Organization will implement business practices designed to increase claims submission for federal benefits.
- d. **Expanding training opportunities for designated veterans' service organizations and veteran services officers.** To determine if the Organization's plan conforms with the Program goals as it relates to this variable, DMVA will analyze and evaluate the following:

- I. The number of training opportunities for designated Organizations and VSOs conducted by the Organization, alone or in coordination with a partner Organization, during the 2022-2023 Grant Period.
  - II. The number of training opportunities for VSOs attended by the Organization's VSOs in the 2022-2023 Grant Period.
  - III. The Organization's plan describing how it will increase, by at least 2%, the number of training opportunities for designated Organization and VSOs it will conduct in the 2022-2023 Grant Period.
  - IV. The Organization's plan describing how it will increase, by at least 2%, the number of VSO training opportunities its VSOs will attend in the Grant Period.
  - V. The number of cross accreditation agreements the Organization has entered into with other Organizations and/or DMVA.
  - VI. The Organization's plan describing how it will increase the number of cross accreditation agreements it has with other Organizations and/or DMVA.
  - VII. The number of the Organization's VSOs that attended and completed DMVA's state veterans' benefits training during the 2022-2023 Grant Period.
- e. **Increasing either the number or percentage of Pennsylvania Veterans enrolled in the USDVA health care system.** To determine if the Organization's plan conforms with the Program goals as it relates to this variable, DMVA will analyze and evaluate the Organization's plan describing how it will increase, by at least 25%, the number of veterans that its VSOs assist with enrollment in the USDVA health system in the Grant Period.
- f. **Improving coordination among veterans' service organizations and DMVA to assure an integrated approach to claims processing.** To determine if the Organization's plan conforms with the Program goals as it relates this variable, DMVA will analyze and evaluate the following:
- I. The Organization's plan describing how it will increase, by at least 3%, the number of veterans that its VSOs refer to the County Directors of Veterans Affairs or the appropriate state agency for county or state benefits, such as, but not limited, county burial benefits, hunting and fishing licenses, and disabled/veterans license plates.
  - II. The Organization's plan describing how it will increase, by at least 3%, the number of applications that its VSOs submit on behalf of veterans for ancillary federal benefits, such as, but not limited, GI Bill benefits, VA supportive housing vouchers, vocational rehabilitation program enrollment, adaptive housing assistance, adaptive vehicle assistance, and burial benefits.
  - III. The Organization's plan describing how it will require its DMVA accredited VSOs or those that have completed the DMVA state veterans benefits training to prepare and submit applications on behalf of veterans for state veterans benefits such as BVP, EG, and VTA.
- g. **Improving outreach services to veterans throughout Pennsylvania and each of its counties.** To determine if the Organization's plan conforms with the Program goals as it relates this variable, DMVA will analyze and evaluate the following:
- I. The Organization's plan describing how it will use technology and PA VETConnect to increase its VSOs' knowledge of state and community-based programs and benefits available to veterans and their families.
  - II. The Organization's plan describing how it will utilize technology and PA VETConnect to increase its referrals to community-based resources (i.e. non-profit organization programs) and governmental benefits programs offered by



federal, state, and local governments and non-profit organizations. The criteria that DMVA will use to evaluate the plan include:

- (i) Whether the plan addresses how the VSOs will better promote state and local veterans' benefits and programs.
  - (ii) Whether the plan requires VSOs to make referrals to community-based programs run by non-profit organizations.
- III. The Organization's plan describing how it will use technology to increase its Outreach activities.
  - IV. The Organization's plan describing how it will increase, by at least 1%, the number of veterans its VSOs assist with registering in the Pennsylvania Veterans Registry in the Grant Period.
  - V. The number of times per month the Organization's VSOs coordinated and collaborated with DMVA and/or County Directors of Veterans Affairs in support of Outreach events during the 2022-2023 Grant Period. (DMVA will rely on the number provided by the Organization in its grant application.)
  - VI. The Organization's plan describing how it will increase its VSOs' level of coordination and collaboration with DMVA and County Directors of Veterans Affairs in support of Outreach events across the Commonwealth.
5. Responses Required in Program Narrative. Applicants must provide written responses to the following questions in the narrative section of their grant applications. The responses should be written with the Program goals in mind and must address how the Organization will increase the number veterans applying for federal, state, and local veteran benefits. The narrative section may not be more than 30 pages. (It must be double-spaced and utilize Times New Roman font, size 12, with one-inch margins.)
- I. Describe your organizational process for assisting the general veteran population, as well as diverse and special veteran populations. Diverse and special veteran populations include, but not limited to, Post 9/11, elderly (60+), incarcerated, and women veterans. Describe what Outreach efforts your organization will use to connect with these veterans based on generation, special needs, or other factors.
  - II. Describe how your organization will incorporate the availability of emergency grants through the Veterans Temporary Assistance (VTA) and the Military Family Relief Assistance Fund (MFRAP) into its VSO program. Also describe how your organization will increase awareness and utilization of VTA and MFRAP.
  - III. Describe how your organization will increase the veterans' community awareness of state veterans' programs, including but not limited to, the APVP, BVP, EG, VTA, and RETX programs. Additionally, describe how your organization will support veterans with the development and submission of claims for these state programs.
  - IV. Describe how your organization will collaborate with DMVA and County Directors of Veterans Affairs to address the needs of the veterans that your organization serves.
  - V. Describe your organization's internal controls that are designed to prevent fraud, waste, abuse, conflicts of interest, and the appearance of impropriety related to funding provided through this grant.
  - VI. Describe how your organization will ensure that veterans, with whom you interact, participate in customer service satisfaction surveys. Describe what methods your VSOs and other staff will use to ensure a response rate of at least 25% from veterans and eligible dependents contacted (virtually, electronically, or in-person). Describe the process you use or will use to maintain contact with your



clients while actively addressing their needs and gathering feedback regarding customer satisfaction. Describe how your organization will address poor customer satisfaction ratings and negative comments that may be provided from customer satisfaction surveys.

- VII. Describe all relevant training, beyond continuing education requirements (e.g., state veterans program training) that your organization will require its VSOs to obtain or maintain. This relevant training should include topics such as how to effectively process applications for benefits related to military sexual trauma, post-traumatic stress, depression, anxiety, substance abuse, and other mental health issues.
- VIII. Describe your Organization's quality assurance plan and how it will ensure that claims are submitted accurately and timely. Describe the quality assurance process and include how often quality assurance checks are completed. Include how claims are monitored to prevent lengthy processing times and how applicants are apprised of the status of their claim.
- IX. Describe in detail your organization's experience with appeals to decisions issued by the USDVA, specifically when a veteran or eligible dependent disagrees with the USDVA determination. Include a description of your Organization's review of Statements of the Case from the USDVA regarding denials of claims and how your Organization would assist veterans with the preparation of responses. Also include a description of your organization's experience assisting and representing veterans, either virtually or in-person, before the Board of Veterans' Appeals.
- X. Describe in detail your Organization's Spending Plan and Program Budget. Include a justification that supports the requested amount of grant funding. Explain in detail how the Organization's projected costs are calculated and explain how those costs are directly related to the Program Narrative in Attachment 1 of the Grant Application Form. Explain how and why each line-item in the proposed budget meets the program deliverables. Explain how all costs will be used to provide assistance and/or programming that meets the needs of veterans. The proposed costs must be reasonable, allowable, allocable, and necessary for the supported activity.

## IV. Application Process

### 1. Application for Grants.

- a. Eligible Organizations may apply for grants under this Program by submitting a VSO Grant Application Form to DMVA. The Grant Application Form is attached to this NGA, as Appendix A, and an electronic version of the Grant Application Form is posted on DMVA's website at [www.dmva.pa.gov](http://www.dmva.pa.gov).
- b. Instructions on how to complete the Grant Application Form are attached to this notice as Appendix B.

### 2. Deadlines for Applications.

- a. Applications for this Grant Period must be received by DMVA on or before the application due date identified in the Key Dates section of this NGA.
- b. Grant applications must be complete and signed by an authorized representative of the Organization. Incomplete and/or unsigned applications will not be reviewed by DMVA and will be returned to the Organization.

- c. Previous grant recipients must also submit a copy of the Organization's Project Audit for the 2022-2023 Grant Period, as defined in section 23 of the applicable VSO grant agreement, for the application to be considered complete. As required by the agreement, the Project Audit provided with the application must have been performed by a Certified Public Accountant and must have been conducted under the provisions of the U.S. General Accounting Office's Government Auditing Standards.

## V. Grant Award Administration

### 1. Review of Applications.

- a. Review Committee. The Chief of the Division Reintegration, and Outreach, Bureau of Veterans Programs, Initiatives, Reintegration, and Outreach, will chair a Review Committee of DMVA staff appointed by the Adjutant General to review grant applications.
- b. Review/Evaluation Criteria. The Review Committee will evaluate all complete and signed applications received by DMVA in accordance with the criteria set forth in subsections III (4) (a) through (g) and (5) above. The variables set forth in subsections III(4)(a) through (g) have been assigned the following number of points and the narrative shall reflect these variables:
  - I. Increasing cooperation and coordination between Veterans' Service Organizations, the USDVA and the DMVA to enhance the delivery of services to Pennsylvania Veterans. (30 points)
  - II. Increasing the number of initial fully developed claims filed with the USDVA on behalf of Pennsylvania Veterans for service-related disabilities or pension benefits. (25 points)
  - III. Developing methods to increase rates of recovery paid by the United States Department of Veterans Affairs to Pennsylvania veterans. (20 points)
  - IV. Expanding training opportunities for designated veterans' service organizations and veteran services officers. (10 points).
  - V. Increasing either the number or percentage of Pennsylvania Veterans enrolled in the USDVA health care system. (10 points)
  - VI. Improving coordination among veterans' service organizations and DMVA to assure an integrated approach to claims processing. (15 points)
  - VII. Improving outreach services to veterans throughout Pennsylvania and each of its counties. (25 points)
  - VIII. Compliance with authorized spending guidelines (15 Points)

### 2. Review Procedures. All complete and signed applications for the Grant Period will be reviewed at the same time.

- a. Preliminary Review. The Review Committee will conduct a preliminary review of all complete and signed applications to identify areas of strengths and weaknesses and to seek clarification, as needed, from the Organizations.
- b. Tentative Determination. The Review Committee will meet and review all complete and signed applications, including applications that were revised following the preliminary review, and identify a tentative grant award amount. The tentative amount of the award is based on the application submission and the Organization's past Program performance. Tentative grant award amounts are determined before the state budget for the Program Period is enacted. As a result, grant award amounts are subject to change based on the appropriation for this Program in the enacted state subject.

3. Final Determination and Adjustment of Awards. After the state budget for the Grant Period has been enacted, the Review Committee will conduct a final review of the applications. The Review Committee may recommend adjustments to the grant award amounts based on the availability of funds. The Review Committee will adjust the final awards as necessary. The Review Committee will send the final funding recommendations to The Adjutant General, who has final approval authority for the grant awards.
4. Grant Agreements. Eligible Organizations that are awarded grants under this Program must sign a standard grant agreement with DMVA.
5. Grant Appropriations. The total amount of grants awarded under the Program will not exceed the amount appropriated to the Program.
6. Payments. Grant payments are made in accordance with the provisions of the grant agreement.
7. Monthly Reporting Requirements.
  - a. In accordance the requirements set forth in DMVA's standard VSO grant agreement, Grantees must submit a monthly budget, progress, and activity report to DMVA for each month of the Grant Period. Grantees must utilize the standard reporting template attached to this notice as Appendix C. No changes to the template are permitted. Grantees must submit their monthly reports no later than 15th calendar day after the end of the applicable month. (For example: Reports for the month of July must be received by DMVA no later than August 15th.) All fields of the standard reporting template must be completed. Monthly reports that contain empty or incomplete fields will be returned to the Grantee for completion and will be deemed late if they are not completed and resubmitted by the 15<sup>th</sup> calendar day of the applicable month.
  - b. In accordance the requirements set forth in DMVA's standard VSO grant agreement, Grantees must complete an After-Action Review (AAR) at the conclusion of each outreach event that they participate in or conduct. The AARs must be in the format set forth in the AAR template provided in Appendix E of this NGA. No changes to the AAR template are permitted. Grantees must maintain a copy of each AAR in its files for a period of 2 years after the event. AAR's are subject to audit by DMVA.
  - c. In accordance the requirements set forth in DMVA's standard VSO grant agreement, Grantees must participate in calls on an as needed basis to address programmatic concerns and quarterly meetings with DMVA staff to review grant progression, share best practices, ensure integration within DMVA's PA VETConnect program, and receive technical support.
  - d. DMVA may request, at any time, additional reports as it deems appropriate.
  - e. The Grantee's Adjutant, designated program manager, or representative **must submit all monthly reports electronically (via e-mail) to [RA-MVDMVAGRANTS@pa.gov](mailto:RA-MVDMVAGRANTS@pa.gov) and [ngilliland@pa.gov](mailto:ngilliland@pa.gov). Faxed or hand carried copies of monthly reports will not be accepted.**
8. Annual Reporting Requirements. In accordance the requirements set forth in 51 Pa. C.S. § 9304(h) and section 23 of DMVA's standard VSO grant agreement, Grantees must submit an Annual Report to DMVA by the 1<sup>st</sup> day of October immediately following the end of the Grant Period. The Annual Report must contain the following additional information:
  - I. A single integrated accounting of the metrics outlined in each monthly report submitted to DMVA during the Grant Period; and
  - II. An accounting of which objectives set forth in the Organization's Program Narrative for the Grant Period were achieved.

9. Monitoring and Audits. In accordance with the requirements set forth in 51 Pa. C.S. § 9304 and DMVA's standard VSO grant agreement, DMVA will monitor the performance of Grantees. Performance monitoring may include, but is not limited to, financial audits, performance audits, additional data collection, and additional reporting requirements.

## **VI. Point of Contact**

All questions concerning the VSO Grant Program shall be addressed by the Chief, Division of Reintegration and Outreach, Nicholas Gilliland at (717) 861-8904 or e-mail at [ngilliland@pa.gov](mailto:ngilliland@pa.gov).

# Appendix A: Application Form

## VETERANS SERVICE OFFICER GRANT APPLICATION FORM FY23/24

Organization Employer ID #  
(EIN): \_\_\_\_\_

Organization Vendor ID #: \_\_\_\_\_

### A. Organization Information:

ORGANIZATION NAME: \_\_\_\_\_

ORGANIZATION COMMANDER: \_\_\_\_\_

ORGANIZATION ADJUTANT (or Executive Director): \_\_\_\_\_

ORGANIZATION ADDRESS:  
\_\_\_\_\_  
\_\_\_\_\_

ORGANIZATION PHONE: \_\_\_\_\_

ORGANIZATION EMAIL: \_\_\_\_\_

PA STATE VETERANS' COMMISSION MEMBER? (CHECK ONE)  YES  NO

### B. Application for Grant. On behalf of \_\_\_\_\_

(organization name), I hereby apply for a grant in the amount of \$\_\_\_\_\_ pursuant to 51 Pa.C.S. § 9304 (related to grants to veterans' service officer programs) as amended by the Act 66 of 2007. It is understood that the Pennsylvania Department of Military and Veterans' Affairs (DMVA) will review this grant application and determine the amount of the grant funds to be disbursed. Once the grant funds are approved, \_\_\_\_\_ (organization name) and DMVA will execute a Grant Agreement (Contract). No grant funds will be paid or expended until after the beginning of the Grant Period (July 1<sup>st</sup> or as described in the Grant Agreement). The grant is used solely for purposes authorized by law as more fully described in the FY23/24 Spending Plan, which is part of this application.

I hereby certify that the information submitted with this application is true and correct to the best of my knowledge, information and belief. I further certify, on behalf of \_\_\_\_\_ (organization name), any grants awarded to the organization are used for the purposes described in this application and approved by DMVA. I further certify that I am authorized to sign this application on behalf of the applicant.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

PRINTED NAME AND  
TITLE \_\_\_\_\_

### Required Attachments to Application:

- Program Narrative
- Spending Plan and Program Budget
- Past Performance.
- IRS FORM W-9

FOR OFFICIAL USE

Received by \_\_\_\_\_  
(Initials) (Date)



**ATTACHMENT 2 SPENDING PLAN AND PROGRAM BUDGET (continued).** List all planned expenditures from the grant (other than personnel and related costs shown on the preceding page) for the period from July 1, 2023 through June 30, 2024 and describe how they will support the VSO Grant Program Goals. (Attach additional sheets if necessary)

#	Item Description	How Will This Item Support VSO Grant Program Goals	Cost (\$)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			

List any other expenditures proposed for grant funds on separate sheets.

Total Expenditures Planned Using Grant Funds for period beginning July 1, 2023 and ending June 30, 2024.

\$ \_\_\_\_\_

(Note: The total should be equal to the amount of the requested grant.)

**ATTACHMENT 2 Spending Plan and Program Budget (continued).**



**PROGRAM BUDGET.** Describe the overall program budget for the applicant’s VSO Program. Use Additional Sheets if necessary.

**Income:**

Source of Funds	(Current year)	(Grant year)	(Future year)
VSO Grant Program (Requested)			
Organization Operating Budget			
Organization National Headquarters			
Other (please be specific)			
<b>Total:</b>			

**Planned Expenditures:**

Category of Expenses	(Current Year)	(Grant year)	(Future year)
Personnel (Salary and Wages)			
Personnel (Benefits)			
Personnel (Training)			
Personnel (Travel and Related Costs)			
Personnel (Other) Please detail			
Operating – Supplies			
Operating – Equipment			
Operating – Rent			
Operating - Utilities			
Operating - Other (Please detail)			
Fixed Assets (items costing \$5,000 or more) (please detail)			
<b>Total:</b>			

Contact person who can provide information regarding the spending plan and program budget:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

**ATTACHMENT 3. PAST PERFORMANCE.** Include a description about how your organization has accomplished VSO program functions in the past based on the variables noted in Section III.4. (a-g) of the grant guidelines. If the applying Veterans' Service Organization received a grant the previous year, describe how it was expended.

## Appendix B: Application Form Instructions

### Instructions for Completing the VSO Grant Application

Important Facts to remember when applying:

- All sections and fields of the application must be complete and legible. Please type or print clearly.
- The organization may attach additional detailed documents, but these do not relieve the organization from the requirement to complete ALL sections of the provided application form.
- An original (signed) and two copies of the application should be submitted.
- Grant applications MUST be received by the deadline to be considered.
- Organizations should consider the VSO Grant Guidelines for 2023-24 when completing this application.

Section A: Organizational Information: Be sure to complete all blank spaces.

Section B: Applicant for Grant. Be sure to complete all blank spaces. The figure entered for the amount requested through this program should match the figure entered on page 4 of the application (**Total Expenditures Planned Using Grant Funds for period beginning July 1, 2023 and ending June 30, 2024**).

Attachment 1: Program Narrative: Explain how your organization will use the grants allocated to it to accomplish the program goals as noted in Section 4 of the Grant Guidelines.

Attachment 2: Spending Plan and Program Budget: Include a spending plan and program budget on forms found in Attachment 2 of Appendix A of this document that show how you will spend the grant as provided by law. **Only include anticipated costs.** For example, if the Service Officer you currently employ does not require health benefits, you would not include that cost in your spending plan. Grant funds shall be used only to support accredited VSO(s) and the associated costs, including:

- Wages, benefits, other compensation and related personnel costs.
- Training provided by accredited veterans' service advocacy staff.
- Equipment to be used by accredited veterans' service officer staff.

Attachment 3: Past Performance: Include a description, utilizing the questions found in Attachment 3 of Appendix A of this document to describe how your organization has accomplished VSO program functions in the past, including amounts of recoveries. This will provide information described in the statute and provide a baseline for future applications.

Attachment 4: IRS FORM W-9 (Request for Taxpayer Identification Number and Certification). This form can be found at <http://www.irs.gov/>

**Applications should be submitted to:**

**Department of Military and Veterans Affairs  
ATTN: Veteran Service Officer Grant Manager  
Bureau of Veterans Programs, Initiatives, Reintegration, and Outreach  
Bldg 9-26, Fort Indiantown Gap  
Annville, PA 17003-5002**

**The DEADLINE for FY23/24 Grant Applications is 4 p.m. on January 15, 2022.**

## Appendix C: Monthly Report Example

### VETERAN SERVICE OFFICERS GRANT MONTHLY REPORT

ORGANIZATION NAME	
CONTACT NAME	
PHONE NUMBER	
EMAIL ADDRESS	
GRANT CONTRACT #	
FUNDS COMMITMENT #	
AWARD FISCAL YEAR	
GRANT AWARD AMOUNT	
REPORTING CYCLE	Monthly
REPORTING PERIOD	

**DMVA will only accept monthly reports sent electronically (e-mail) to [RA-MVDMVAGRANTS@pa.gov](mailto:RA-MVDMVAGRANTS@pa.gov) and [ngilliland@pa.gov](mailto:ngilliland@pa.gov). Faxed or hand-carried copies of monthly reports will not be accepted.**

I certify that all expenditures reflected in this report were made in accordance with the terms and conditions of the Grant Agreement awarded by the Commonwealth of Pennsylvania, Department of Military and Veterans Affairs; I certify that documentation is available to support the information reported and is retained as required by the Grant Agreement; I certify that the information contained herein is true and correct, to the best of my knowledge and belief.

---

Print and Sign - Authorized Representative

Date



## Appendix D: Post Intake Participant Satisfaction Survey Example

### VSO Grant Program Monthly Customer Satisfaction Survey

(Survey Ratings will be on a scale of 1 to 5)

1) Overall, how would you rate the quality of your experience as a customer? The experience was:

- Very positive 5
- Somewhat positive 4
- Neutral 3
- Somewhat negative 2
- Very negative 1

2) How well did we understand your questions and concerns?

- Extremely well 5
- Very well 4
- Somewhat well 3
- Not so well 2
- Not at all well 1

3) Overall, how satisfied, or dissatisfied were you with the results of our service?

- Somewhat satisfied 5
- Very satisfied 4
- Neither satisfied nor dissatisfied 3
- Somewhat dissatisfied 2
- Very dissatisfied 1

4) How likely are you to recommend us to a friend or colleague if he or she also needs help?

- Extremely likely 5
- Very likely 4
- Undecided 3
- Unlikely 2
- Very unlikely 1

## Appendix E: After Action Review Example

### VSO After Action Review

Date: [redacted]  
Place: [redacted]  
Event: [redacted]  
VSO conducting event: [redacted]  
Host: [redacted]  
Type of event: [redacted]  
How many Veterans spoken with: [redacted]  
Approximate attendance overall: [redacted]  
Referrals to ancillary and miscellaneous benefits to other state, county, and local organizations assisting Veterans: [redacted]  
[redacted]  
Referrals to County Directors of Veterans Affairs: [redacted]  
[redacted]  
Health Care enrollements/referrals: [redacted]  
[redacted]  
Rep or Senators attended: [redacted]  
[redacted]  
Number of Veterans registered in the Veteran Registry: [redacted]  
Number of DMVA, CDVA or other Veteran Service Orgs representatives in attendance at event: [redacted]  
Number of Veterans who refused to register in the Veteran Registry: [redacted]  
[redacted]  
What did you do well? [redacted]  
[redacted]  
What could you have done better? [redacted]  
[redacted]  
Constructive comments: [redacted]  
[redacted]